

Operational guidelines on preparedness and response for COVID-19 outbreak for work settings

Garage and Vehicle Service Centers

Please follow the relevant sections of the General Guidelines (published in this webpage) in addition to the following specific measures.

Responsibilities of the employers

- Should develop a COVID-19 preparedness plan.
- Should appoint a responsible worker as the focal point to monitor the implementation of the plan.
- Ensure reorganization of the workplace physically and administratively in order to prepare and respond for COVID-19 (rearrange the furniture/equipment, flexible working hours, removal of reading material and papers in the customer waiting area etc).
- Improve the ventilation inside the office and customer waiting areas of the service centers.
- All workers have to be traceable and their names, addresses, ID card number and contact details must be documented in a register.
- Make arrangements for thermal screening and screening for respiratory symptoms of all the staff at the time of entrance to the workplace. Any worker with fever or respiratory symptoms should be sent back to seek medical advice.
- Ensure provision of adequate Personal Protective Equipment (masks, gloves, impermeable aprons etc.) for the employees.
- Ensure provision of adequate hand washing /or hand sanitizing facilities at the appropriate places. Hand washing facilities with soap and water must be available at the entrance preferably a pedal operated tap and sink. Before entering the premises, all should wash their hands properly.
- Ensure provision of welfare facilities such as toilets, meal room, changing rooms and bathing facilities.
- Ensure cleaning and disinfecting of frequently touched surfaces (eg. door knobs/handles) before every shift and every three hours. Floors, office equipment and furniture shall be cleaned with a disinfectant on daily basis (Or after every shift in places where there are shift duties).
- Promote scheduling of appointments for servicing via the phone or online. Inform them the collection time of the vehicle when they hand over the vehicle to the service centre.
- Ensure strict supervision and monitoring of adherence to COVID-19 preventive measures at work.
- Educate and train all workers on prevention and control of COVID-19.
- Health messages to be displayed through public addressing system/ posters/notices/videos on electronic screens to encourage workers to comply with given instructions.
- Display the following at the entrance and where necessary to educate the customers;
 - Always wear a face mask in the garage/vehicle service center
 - Should not enter the garage even if you have minor respiratory symptoms
 - Wash hands before entering the garage
 - Always maintain one meter physical distance at all times inside the premises

Instructions for employees

Physical distancing

- Maintain at least one meter physical distance at all times (with other workers and customers).
- Minimize verbal communication between workers.

Hand Hygiene

- Wash hands with soap and water at least for 20 seconds before entering the premises/before leaving, completion of each work and frequently at work.
- Refrain from touching frequently touched surfaces unnecessarily.
- Minimize handling of cash and ask for a credit/debit card (ask customer to insert and remove the card from machine and avoid sharing pens with customers).
- Avoid sharing tools and equipment as much as possible.

Respiratory etiquette

- Wear a face-mask.
- When not wearing a mask (e.g. while taking meals), coughs and sneezes have to be covered by the inner side of elbow, sleeve or tissue (tissue should be discarded into a bag lined in a pedal operated closed bin and hand washed thereafter).
- Refrain from touching face, mouth, nose and eyes at all times.
- Should not spit in the work place.

Director General of Health Services

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